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June 19, 2007
Via Overnight Delivery

2001-447.C

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Winter Park, FL
32789

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Winter Park, FL
32790-0200

Tel: 407-740-8575
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tmi@tminc.com

Mr. Doug Pratt
South Carolina Public Service Commission
Synergy Business Park
101 Executive Center Dr.
Saluda Building
Columbia, SC 29210

For: D. Dule
By: SA OIS
Date: 6-20-07
Time:

RE: Ernest Communications, Inc
SC Service Quality Report (CLEC)
For the quarter of January 1, 2007 to March 31, 2007

Dear Mr. Pratt:

Enclosed please find the SC Service Quality Report (CLEC) for the quarter of January 1, 2007 to March 31, 2007, filed on behalf of Ernest Communications, Inc. No check is enclosed as there are no remittance fees due.

✓
DD

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Questions regarding this filing should be directed to my attention at 407-740-8575. Thank you for your assistance in this matter.

Sincerely,

Karen E. Gillespie
Sr. Compliance Reporting Specialist

cc: Paul Masters - Ernest Communications, Inc
file: Ernest Communications, Inc - Reporting - South Carolina

RECEIVED

JUN 20 2007

PSC SC
MAIL / DMS

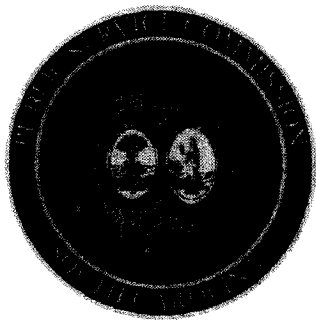
Name of Report: SC Service Quality Report (CLEC) (due 04/30/2007)

**INDUSTRY ASSUMPTIONS
USED ON THIS REPORT**

- ☐ Underlying Carrier Costs (60%)
- ☐ Written Off Bad Debt (4.0%)
- ☐ MOU (8 times revenue)
- ☐ Number of Calls (MOU divided by 10)
- ☒ Other: Explain - Uses information from one month previous
(example: December through February access lines used as
January through March.)

**INFORMATION NEEDED FROM CLIENT
IN ORDER TO COMPLETE THIS REPORT**

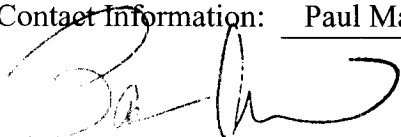
- ☒ Please complete the Service Quality Data (note dates used in above assumptions).
- ☐
- ☐
- ☐



PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME Ernest Communications, Inc.QUARTER / YEAR First / 2007Reporting Month → Jan Feb MarchNumber of South Carolina Customer Access Lines Provided:via Resale → 0 0 0via UNE P → 409 463 430via Other Methods → 0 0 0Total South Carolina Line Count → 409 463 430Trouble Reports / Access Line (%) → 1% 0% 0%
(Objective: < 7%)Customer Out of Service Clearing Times (%) → 100% 100% 100%
(Objective: > 85% w/in 24 hrs)New Installs Completed w/in 5 Days (%) → 3% 0% 6%
(Objective: > 85% w/in 5 working days)Commitments Fulfilled (%) → 100% 100% 100%
(Objective: > 85%)Explanation for Objectives Not Met: New Installed not completed within 5 days. Customers requested extended due dates.Does your company use its own switching facilities
to provide services within South Carolina? → YES ☐ or NO ☒Person Making Report / Contact Information: Paul Masters 770-242-9069Authorized Signature 
Paul Masters, President, Secretary & TreasurerDate June 14, 2007

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